





# SERVICE DELIVERY

## (BACKGROUND ON SERVICES PROVIDED BY THE MUNICIPALITY)

### MUNICIPAL SERVICE DELIVERY

#### Services

A Basic Service is a service which gives access to clean drinking water in conjunction with effective sanitation and refuse removal. Access roads to the dwellings must be able to carry the traffic necessary to ensure that these services are properly provided. Storm water drainage must cope with the actual and potential storm water runoff from areas upstream and from within the town, discharging into natural watercourses. Electricity should be provided through an economical distribution system able to meet the expected demand at acceptable levels of safety and reliability, while maintaining voltage within statutory limits.

The following key trading services are rendered by the Municipality.

#### Electricity

##### Overview

Kannaland Municipality retails Eskom electricity to two towns, being Ladismith and Calitzdorp. The rural areas, Zoar and Vanwyksdorp are supplied directly by Eskom.

Electricity is readily available to Ladismith and Calitzdorp inhabitants. The first 50 units are provided free in the urban areas, while Eskom is paid a free basic services subsidy to provide a similar quantum in the rural areas.

##### Provision of Electrical Services

The Electrical Engineering Section delivers an electrical service to 2,758 households and 336 businesses.

Electrical Engineering's main functions are the maintenance of its reticulation networks, consisting of 400V Low voltage and 11kV high voltage networks and providing end users with safe, cost effective electricity.

The Kannaland's electricity consumers are mainly categorised as follows:

• Households	3,625 (Excluding Eskom)
• Business	203
• Large consumers	15
• Agriculture	17
• Educational	8
• Hospitals	1
• Municipal	29

Kannaland has the following types of electrical supply services:

##### Calitzdorp

- Overhead connection with prepayment meter or credit meters
- Underground cables with credit meters to businesses and manufacturers
- Underground connection with prepayment meters

##### Ladismith

- Overhead connection with credit or pre-payment meters
- Underground connection with credit meters
- Underground connection with prepayment meters
- Overhead connection with credit or pre-payment meters
- Underground cables with credit meters to businesses and manufacturers.

##### Challenges

The age of the electrical equipment, lack of maintenance and lack of funding has caused response to callouts and electrical repairs takes too long and should be reduced to industry norms. Maintenance and new installation stock should increase to accommodate these demands.

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### Water

#### Overview

Kannaland Municipality is the designated Water Services Authority in its demarcated municipal area. The Water Services Act, (No. 108 of 1997) sets out the duties for those responsible for providing water services. The Act requires the Water Services Authority to take responsible measures to realise the constitutional right of access to a basic water supply and sanitation.

A basic water supply comprises of the following:

- The provision of appropriate education in respect of effective water use;
- A minimum quantity of potable water of 25 litres per person per day;
- At a minimum flow rate of 10 litres per minute;
- Not further than 200 metres from a household; and
- Not more than 7 days interrupted supply to any consumer per year.

#### Provision of water

Projected Water Demand based on Population Estimates ( DWAF, 1999)

Year	2000	2005	2010	2015	2020	2030
Million m <sup>3</sup> /a	0.42	0.46	0.51	0.57	<b>0.62</b>	0.76

#### Average Annual Consumption

Town	Ladismith	Zoar	Calitzdorp	Vanwyksdorp	Total
Million m <sup>3</sup> /a	0.9	0.56	0.32	0.12	1.9

#### Average Annual Water Supply Capability

Town	Ladismith	Zoar	Calitzdorp	Vanwyksdorp	Total
Million m <sup>3</sup> /a	0.959	0.573	0.383	0.151	2.066

#### Service Reservoirs as Follows:

Town	Ladismith	Zoar	Calitzdorp	Vanwyksdorp	Total
kL	12,500	2,250	250	1,415	17,499

Almost 58% of the population of Kannaland has water in their dwellings whilst 31.8% have water on their plots. The rest collect water from taps within 200m of their dwellings, or by the use of boreholes, springs, rainwater tanks and other alternatives.

Kannaland distributes treated water to 7,393 consumers, of which 6,757 or 91% receives the first 6,000 litres used per household per month are free of charge.

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### Challenges

Actual demand for water is much higher than the 1999 census projections. Ladismith needs increased water storage capacity. An investigation is under way with the intention of prioritising this project at the earliest opportunity. Construction on the second phase of the water treatment plant at Ladismith will start shortly.

Vanwyksdorp has no water treatment works. A consulting engineer is currently tasked with investigations to submit a comprehensive plan to address the local water needs.

The water treatment plant is operational but further improvements should be investigated to ensure continuous water delivery to Zoar.

The existing water infrastructure of Kannaland is old and upgrading is essential to ensure minimal water losses. Rust has built up to the extent that blockages occur, asbestos pipes are weakened and breakages occur daily. The network design is no longer adequate due to the expansion of the municipal area over the past few years. Replacement of conventional water meters with pre-paid meters is in progress.

Water sources are limited in the Kannaland area. It is imperative that proper planning and management of water resources is ensured at all times. Various water management groups in the area assist in this process.

### Sanitation

#### Overview

Kannaland Municipality is a Water Services Authority and hence is obliged to deliver sanitation services.

Some 70% of domestic supply of water returns to the sewage system from toilets, bathroom, kitchen and laundry waste. Growing use of domestic appliances, such as washing machines and dishwashers, is one reason why domestic per capita consumption is increasing by  $\pm 1.0\%$  per year. Population growth and demand for housing are contributing factors which put a further burden on sanitation service delivery.

All buckets in Zoar has been eradicated. The latter will significantly enhance the quality of life of the people concerned. Introducing a water borne sewage system will protect the aquifers from pollution, and borehole water will be of a higher quality.

Kannaland has three treatment plants, consisting of oxidation pond systems in Calitzdorp and Zoar, and a combination biological and oxidation pond system in Ladismith. Kannaland renders services to 4,021 sewage points.

#### Provision of sanitation services

The sewage purification plant in Ladismith is in sub-par condition due to the lack of qualified operations and maintenance personnel. Only ad hoc maintenance has been executed on the plant. The current effluent flow to the river is at variance with the prescribed standard.

The system at Calitzdorp is functioning adequately. Qualified personnel are lacking hence the grids at the primary pump station and the oxidation ponds are not adequately cleared.

There are dwellings in Vanwyksdorp with internal pit latrines which are unacceptable and should be addressed swiftly. The rest of the dwellings make use of septic tank systems, which in turn pollute the aquifers in the area.

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## Sanitation (Waste Water Management)

OPERATING BUDGET (REVENUES AND EXPENDITURE)			
Expenditure/Income Item	2006/2007 (R)	2007/2008 (R)	2008/2009 (R)
Salaries and Allowances	385,940	438,050	627,520
General Expenses	76,880	111,270	417,320
Repairs and Maintenance	212,300	300,330	230,260
Finance Cost	342,820	362,470	235,080
Contribution to Provisions	536,380	1,573,120	0
<b>Total Expenditure</b>	<b>1,554,320</b>	<b>2,785,240</b>	<b>1 510 180</b>
Sewerage Fees	(3,276,240)	(3,358,100)	(3,825,800)
Equitable Share Grant	0	(420,050)	(1,753,020)
Minus : Free Basic Services	0	0	907,830
<b>Total Income</b>	<b>(3,276,240)</b>	<b>(3,778,150)</b>	<b>(4,670,990)</b>
Net (Surplus)/Deficit	(1,721,920)	(992,910)	(3,160,810)

Financial Year	Housing %	Water %	Sanitation %	Refuse Removal %	Electricity %	Streets & Storm Water %	Community facilities %
2006/2007	0	0	96	96	11	131	0
2007/2008	42.4	0.8	112.6	2.8	13.0	3.4	2.7
2008/2009							

### Challenges

- **Ladismith Waste Water Treatment Works:** The current works is old and is being operated over its original design capacity. A new works is thus needed, but this will unfortunately be very expensive and funding is problematic.
- **Solid Waste Removal:** The Calitzdorp and van Wyksdorp sites are unlicensed and must be closed. This will require the extension of the Ladismith and Zoar sites and the transport of the Calitzdorp and van Wyksdorp waste to them.
- **Roads:** Some roads, such as those in Nissenville, Bergsig and Zoar are in very poor condition, whilst van Wyksdorp does not have any tar roads and dust is a problem.
- **Water:** Kannakland is a water scarce area and water a scarce resource. A number of our water reticulation systems are in poor condition and water losses are as a consequence unacceptably high.

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### Solid Waste Disposal

#### Overview

The South African Constitution (Act No. 108 of 1996) is the supreme law of the country. The Constitution states that the people of South Africa have the right to an environment that is not detrimental to human health and imposes a duty on the state to promulgate legislation and to implement policies to ensure that this right is

upheld. In addition to the Constitution, a number of Government statutes are relevant to waste management at Local Government level. Hence, the responsibility for refuse removal, refuse dumps, and solid waste disposal has been assigned to Local Government.

#### Settlements are divided into the following categories:

Settlement type	Short description
Urban	Formal TLC's
Dense Settlements	Dense, Unproclaimed settlements. Formal and Informal
Villages	Less dense, Informal Unproclaimed Settlement.
Scattered Settlements	Low-density, Scattered Informal Settlement
Farmland	Farmland and Privately held land.

#### Service categories been divided into the following:

Service category	Service aspects considered
Refuse collection and removal	Waste generation, collection system, collection equipment personnel, medical and hazardous waste. Mining industry obvious needs.
Street cleaning	Regularity of service, equipment, personnel, obvious need
Dumping Site	Waste generation, collection and transportation, person Equipment, landfill operation, garden refuse sites, obvious needs.

Kannaland's licensed waste disposal site is situated at Ladismith while Calitzdorp, Vanwyksdorp and Zoar have temporary or transit sites. Waste is to be transported from the storage sites to the Ladismith landfill site. The implementation of a regional landfill site system is still in the planning stages, but should ultimately assist Kannaland with waste management needs.

#### Provision of Solid Waste Disposal Services

Accurate records of waste collection and disposal are not kept at any disposal sites. Estimated waste generation quantities are:

Town	Estimated population (2008)	Total estimated waste generation in t/day business domestic (Kg/p/day)	Total estimated waste generation/p/p/d (Kg/p/day)
Ladismith	9,451	11.3	1.2
Calitzdorp	8,157	6.1	0.75
Zoar	7,768	5.8	0.75
Vanwyksdorp	647	0.5	0.75
Rural Areas	11,872	5.9	0.5

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### Waste collection services:

Area	Number domestic service points	Number commercial service points	Number stands not serviced	Type of service/ frequency	Receptacles
Calitzdorp	1360	17	None	Weekly	Plastic Bags
Ladismith	2600	28	None	Weekly	Plastic Bags
Vanwyksdorp	350	3	None	Once every two weeks	Plastic Bags
Zoar	1370	7	None	Weekly	Plastic Bags

The Municipality does not render garden refuse and building rubble removal services. The public is responsible for the disposal of own garden refuse and building rubble.

Illegal dumping does occur, but is not a major concern to the Municipality.

Kannaland provides waste removal services to 5,748 collection points but does not employ any waste minimisation strategies.

A tractor and trailer have been used for waste collection purposes. The equipment is not sufficient to operate the landfill sites properly. Due to the lack in resources, waste covering is irregular and windblown litter is a major concern.

### Solid Waste Disposal (Refuse Removal)

OPERATING BUDGET (REVENUES AND EXPENDITURE)			
Expenditure/Income Item	2006/2007 (R)	2007/2008 (R)	2008/2009 (R)
Salaries and Allowances	808,570	1,120,700	1,209,090
General Expenses	183,080	343,310	367,790
Repairs and Maintenance	93,350	109,000	181,200
Finance Cost	0	0	0
Contribution to Provisions	210,200	326,110	332,000
<b>Total Expenditure</b>	<b>1,295,200</b>	<b>1,899,120</b>	<b>2,090,080</b>
Refuse Removal Income	(2,746,540)	(2,916,870)	(3,413,630)
Equitable Share Grant	0	0	(1,455,840)
Minus : Free Basic Services	0	0	981,420
<b>Total Income</b>	<b>(2,746,540)</b>	<b>(2,916,870)</b>	<b>(3,888,050)</b>
Net (Surplus)/Deficit	(1,451,340)	(1,017,750)	(1,797,970)

### Challenges

Personnel need to be placed at the refuse sites to control access and monitor payment for the disposal of garden refuse and building rubble. The licensing of all refuse sites in the municipal area is prescribed by law and

requires urgent attention to normalise waste management in the area or find alternatives as part of the regional waste management strategy.

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### Roads and Storm Water Drainage

#### Overview

Roads are a major contributor to the economic activity and development in an area. Road surface quality has a major impact on economic growth, tourism opportunities and damage to deciduous fruit exports from the area. Local infrastructure is deteriorating and there are significant maintenance backlogs. Rural transport linkages have been identified as one of the major problem areas in this region.

The regional Integrated Transport Plan is to be compiled by Eden District Municipality (EDM) in its capacity as planning authority.

Kannaland's primary public transport corridor is the R62, connecting Ladismith, Zoar and Calitzdorp. Further to the west, the R62 connects Ladismith to Barrydale and the Breede River Valley. The R323 connects Ladismith to Riversdale to the south. The R327 is a gravel road connection to Vanwyksdorp.

#### Provision of Transport, Roads and Storm Water Services

- Of a total of 89,9km roads, 47,38km is surfaced and 42,6km is unsurfaced.
- The replacement value of the roads network in Kannaland amounts to approximately R30m.
- Approximately 5.9% or 2,72km of the road network is in a poor or very poor condition.

From the above it appears that Kannaland's roads network is in relatively good condition. Current budget constraints will impact negatively on our ability to maintain the roads network in an acceptable condition.

Patching of surfaced roads could not prevent rain storms from forming new holes, an indication of the deteriorated condition of these roads. Gravel on unsurfaced roads was washed away in recent floods. A survey of gravel roads indicates a total volume of 25,830m<sup>3</sup> gravel needs to be replaced. The storm water drainage systems must be upgraded and properly maintained to prevent gravel surface erosion.

Public transport operations in the municipal area:

- Taxi Ranks: One formal rank located in Ladismith
- Number of trips per day: 11
- Number of operators: 12
- Number of unique vehicles surveyed: 18
- Number of passengers a day: 155
- Number of routes: 7

#### Route descriptions

Kannaland's specified routes start and end at the Ladismith taxi rank:

- Route 694  
Zoar – Ladismith 40km
- Route 729  
Ladismith - Algernyskraal 40km
- Route 730  
Ladismith - Van Zylsdamme 60km
- Route 731  
Assegaaibos - Ladismith 90km
- Route 740  
Karooldlands (Zoar) - Ladismith 40km
- Route 746  
Bruintjieshoogte - Ladismith 60km
- Route 747  
Van Zylsdamme - Ladismith 60km

All of these routes can be described as rural, as they link Ladismith to the surrounding hamlets, villages and farms. None of the routes terminate outside the municipal area.

There is no public transport service in the municipal area other than those provided by minibus-taxis. No parallel and competing services therefore occur in the Kannaland area. The average waiting time for passengers is generally quite long, due to the rural nature of the services and the fact that the vehicles usually only depart when full. Ladismith operators have contracts with the Department of Education to transport learners to and from schools in the rural areas.

#### Challenges

The main objective is to improve services, to upgrade roads and storm water drainage in the area, and to have taxis running between towns on a regular basis.

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Pedestrians have little regard for moving traffic because of poor pavement conditions. Repairing and proper maintenance of pavements and pedestrian walkways will minimise the danger of road traffic disasters.

### Provision of basic services

Number of households that do not have access to basic infrastructure services

Name of area:

- Ladismith
- Vanwyksdorp
- Zoar
- Calitzdorp

Details of backlogs of the specific areas:

- Ladismith 789
- Calitzdorp 735
- Zoar 271
- Vanwyksdorp 161

The amount needed to address backlogs:

- Ladismith R29 mil
- Calitzdorp R27 mil
- Zoar R10 mil
- Vanwyksdorp R6 mil

Timing when backlog will be addressed:

- 330 Calitzdorp Farmhouses (2009/2010)
- 271 Zoar Houses (2010/2011)
- 360 Calitzdorp Houses (2009/2010)
- 789 Ladismith Houses (2011/2012)
- 161 Vanwyksdorp Houses (2011/2012)

Number of households that gained access to different municipal services during the past two municipal financial years:

Type of service	2005/06	2006/07	2007/2008
Housing	2,770	3,153	368
Water	5,706	6,089	1,180
Sanitation (upgrading from bucket)	4,677	5,429	1,027
Refuse removal	3,711	4,094	368
Electricity	4,929	5,292	422

Challenges with regards to service delivery and addressing of the backlogs as well as possible solutions for the municipality should be included in this section.

Percentage (%) of capital budget spent on each service.

Financial Year	Housing	Water	Sanitation	Refuse Removal	Electricity	Streets & Storm Water	Community facilities
	%	%	%	%	%	%	%
2006/2007	0	0	96	96	11	131	0
2007/2008	42.4	0.8	112.6	2.8	13.0	3.4	2.7

## Percentage (%) of Capital Budget spent

Financial year	% of Capital budget spent	Reasons for under spending
2008/2009		Improved performance backed by DBSA Development Fund 'Siyenza Manje' Capacity Building Task Force
2008/2009	48%	Improved performance backed by DBSA Development Fund and additional money received from MIG

## Municipal Infrastructure Grant (MIG):

MIG Financial Year	Available Funding (R)	Amount Spent (R)	% Spent
2006/2007	3,818,000	3,282,000	86
2007/2008	14,261,000	14,261,000	100
2008/2009	4,298,000	4,298,000	100

The MIG under spending in the 2009/2010 financial year is for the completion of the Bergsig roads projects and MIG flood damage

## Provision of free basic services (District municipalities should provide the information for the DMA's)

## Spending priorities

Year	Budget (R)	Actual (R)	% of budget allocated
2005/2006	35,357,000	40,059,000	113.3
2006/2007	52,227,000	67,765,000	129.7
2007/2008	52,933,700	51,305,500	96.9
2008/2009	62,796,100	55,044,700	87.7

## NOTES

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